



Safe Harbors Program Update

Friday, June 3, 2011 | Seattle Human Services Department | Dannette R. Smith, Director

**Mayor Michael McGinn
Deputy Mayor Darryl Smith**

Contents

- History of Safe Harbors
- Staffing Structure and Changes
- Linkages to other System Initiatives
- Key Reports and Data
- 2011 Initiatives

Safe Harbors History

- Safe Harbors was originally implemented in 1999 in response to HUD directive to begin collecting data on homeless persons.
- Safe Harbors' earliest implementations were limited in scope, as a result system data quality was poor and unable to meet data collection requirements.
- A transition plan to move to a new off-the-shelf system was approved by Sponsoring Partners (HSD, King County, UWKC) in 2007.
 - Adsystech was selected and a rigorous implementation schedule and project oversight process began.
 - As a result, we saw an increase in provider participation, bringing coverage from 170 programs in late 2008 to 340 programs in 2010.
 - The Continuum of Care was successful in obtaining a one million dollar bonus award for homeless projects in 2010 in part as a result of improved data quality.

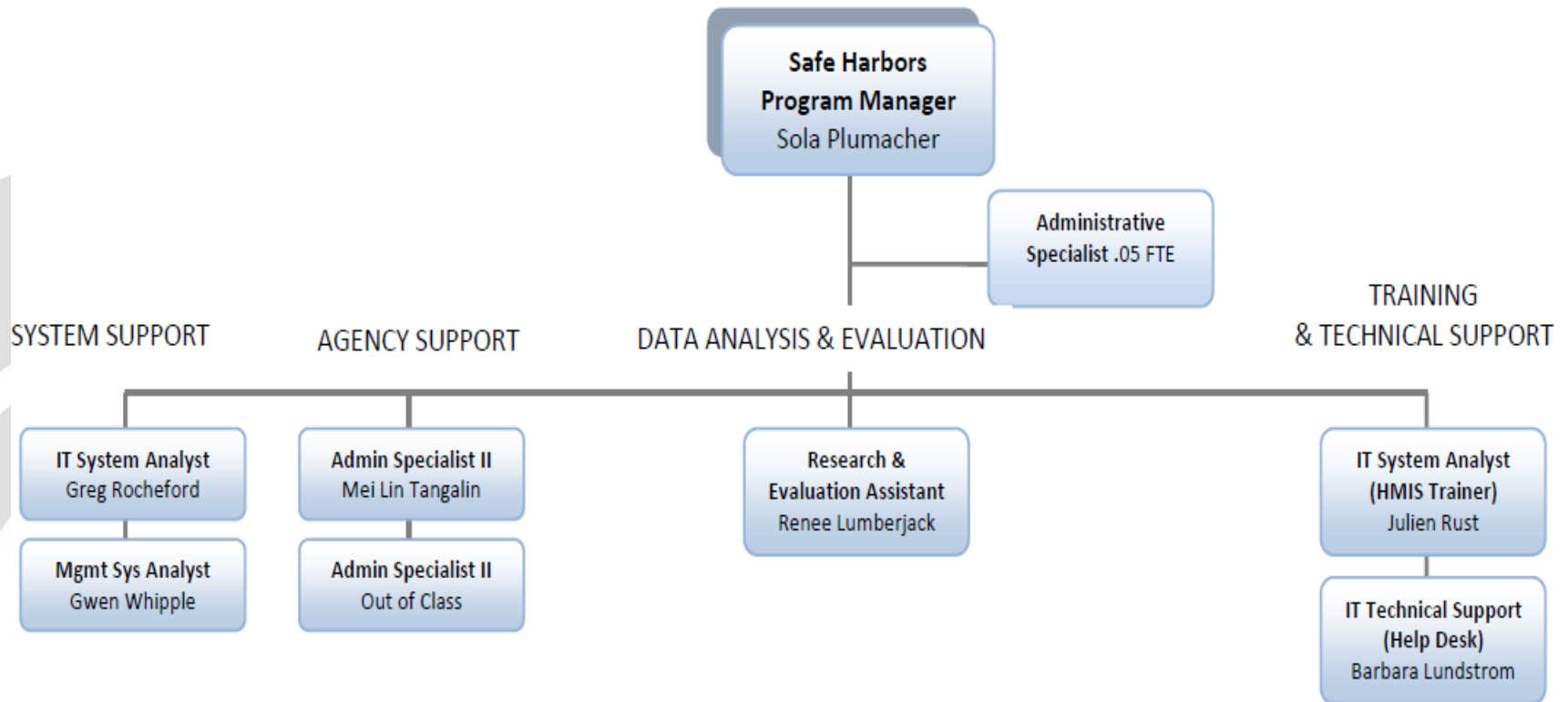
Safe Harbors History con't.

- Other system challenges
 - No continuity in management (6 managers in 8 years)
 - Interns supporting agency staff with data entry during 2007-2008
 - Intern completing data analysis for 2007 and 2008 reports
 - Several Out of Class and temporary positions were utilized to meet agency support demand
- HSD Solution
 - A new System Administrator was hired as the technical lead for the project
 - A Research and Evaluation position was added for ongoing data analysis and evaluation
 - A full time IT Technical Support (help desk) position and a full time Administrative Specialist II (agency support) position were added to provide comprehensive support to provider agencies

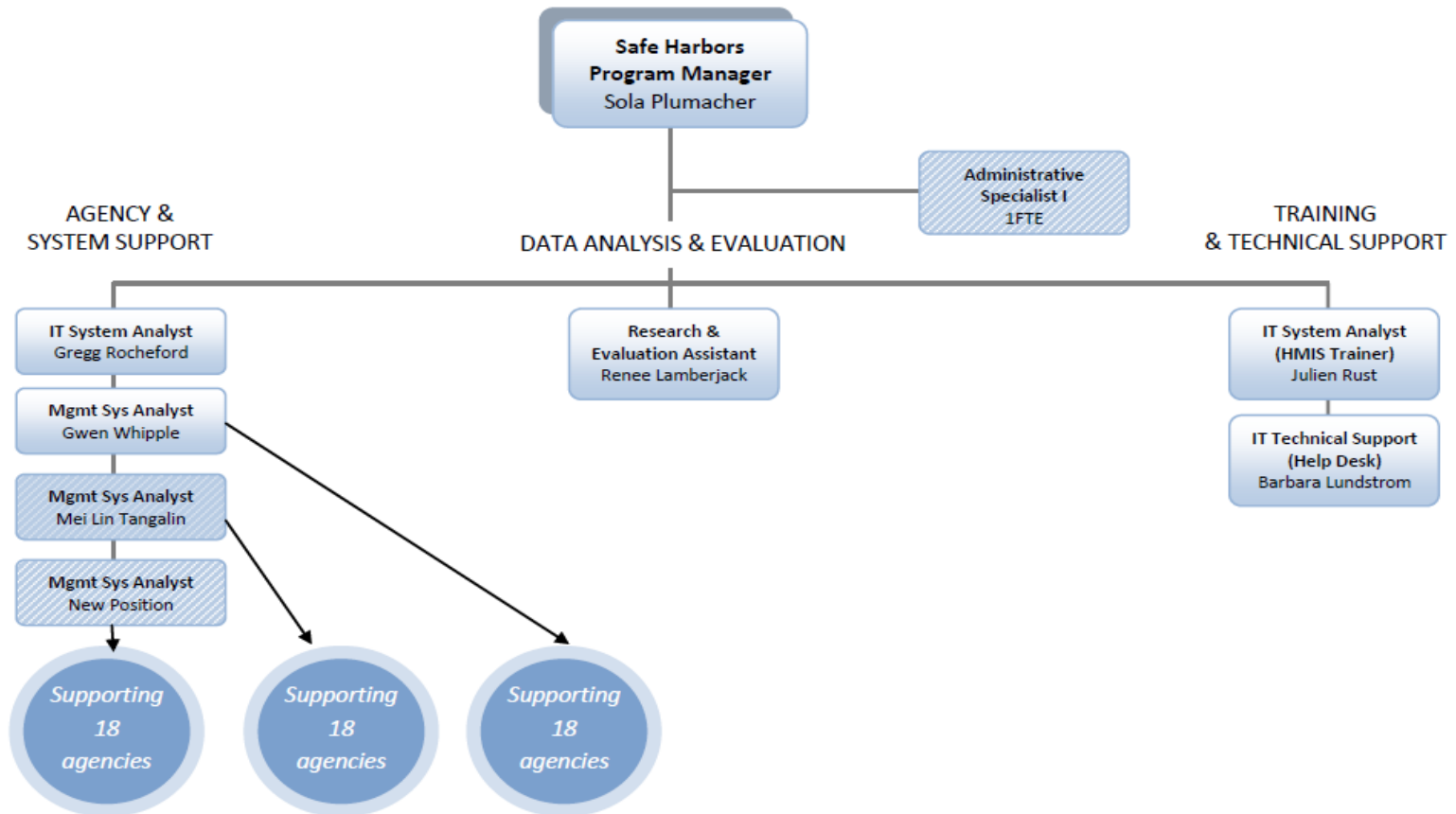
Safe Harbors Update: Revised Structure

- Safe Harbors staffing changes implemented in fall 2010 to facilitate more robust agency support
- Primary change is the use of 3 FTE to provide wrap-around support to agencies
- New structure has resulted in a significant decrease in complaints about the system and a significant increase in issue resolution

Safe Harbors Former Staffing Structure



Safe Harbors Revised Structure



Management Systems Analyst

Support

- Comprehensive agency support for up to 25 agencies
 - Responsible for all aspects of agency participation in HMIS and evaluation of user needs (training, set-up, reporting)
- System Troubleshooting
 - Addresses all assigned help desk tickets according to the Safe Harbors Service Level Agreement

Business Analysis

- Studies and analyzes operational and business practices to determine program and system needs for HMIS
 - Equips agencies to meet funder requirements
- Assesses data quality
 - Provide feedback to agencies on how to correct, edit, and refine client data;
 - Ensure accurate reporting

Linkages to Other System Initiatives



Key Reports

SYSTEM PERFORMANCE INDICATORS

- Annual Homeless Assessment Report (AHAR)
 - Comprehensive analysis of Emergency, Transitional and Permanent Housing participants
- Committee to End Homelessness Governing Board report
 - Quarterly analysis of all housing and service participants.
- Data Completeness Reports

PROGRAM PERFORMANCE INDICATORS

- Annual Progress Reports
- Homeless Prevention and Rapid Re-Housing Program Annual and Quarterly Progress Reports
- State and local fund source reports

Data Completeness Report

Posted monthly at safeharbors.org

Date Range for this Report: 10/01/2010 - 05/19/2011

*Exits not used for calculation of complete data

*Disabled and Veteran data elements are only calculated for adults

Total clients served	Number of Households	Full Name	Social Security Number	Date of Birth	Race	Ethnicity	Gender	Veteran	Disabled	Prior Living Situation	Last Permanent Zip Code	Clients exited this report	Percentage of Complete Data Collected
12	12	12	12	12	12	12	12	5	12	10	0	0	83%
100%	100%	100%	100%	100%	100%	100%	100%	42%	100%	83%	0%	0%	

ACRHOPES Program Type: Permanent Supportive Housing

Number of Beds: 30 Number of Units: 0

Target Pop: SMF

Clients Housed	Utilization
October 27, 2010: 12	40%
January 27, 2011: 12	40%
April 27, 2011: 12	40%
July 27, 2011:	

Households Housed	Utilization
October 27, 2010:	
January 27, 2011:	
April 27, 2011:	
July 27, 2011:	

Agency Auburn Youth Resources

AYRComing Up Young Adult Program Type: Permanent Supportive Housing

Number of Beds: 15 Number of Units:

Target Pop: SMF

Clients Housed	Utilization
October 27, 2010: 12	80%
January 27, 2011: 12	80%
April 27, 2011: 13	87%
July 27, 2011:	

Households Housed	Utilization
October 27, 2010:	
January 27, 2011:	
April 27, 2011:	
July 27, 2011:	

14	14	12	10	14	13	13	14	11	9	13	10	1	88%
86%	71%	100%	93%	93%	100%	92%	75%	93%	71%	7%			

AYRSeverson House Program Type: Transitional Housing

Number of Beds: 7 Number of Units: 0

Target Pop: YMF

Clients Housed	Utilization
October 27, 2010: 7	100%
January 27, 2011: 7	100%
April 27, 2011: 7	100%
July 27, 2011:	

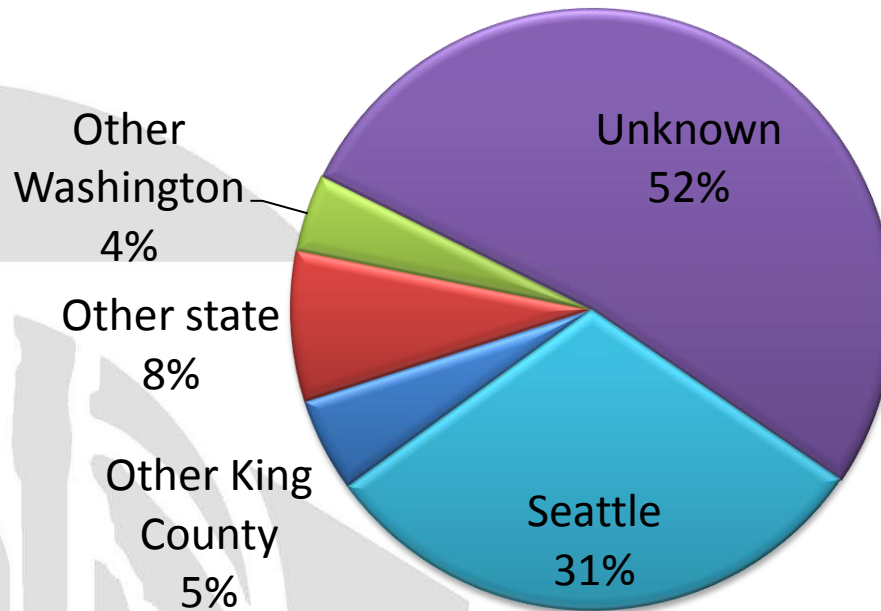
Households Housed	Utilization
October 27, 2010:	
January 27, 2011:	
April 27, 2011:	
July 27, 2011:	

8	8	8	4	8	7	6	6	6	6	8	6	1	81%
100%	50%	100%	88%	75%	75%	75%	75%	100%	75%	13%			

- Missing, "Don't Know" and "Refused" responses are considered incomplete for this report. Initials are not considered a full name.
 - Target Population: SM=Single Males; SF=Single Females; SMF=Single Males Females; HC=Households with Children; YMF=Unaccompanied Young Males Females.
 - Domestic violence programs and programs funded by HOPWA should not have identifiers for any of their clients. The percentage for Name and SSN should be 0%.
 - Some data integration agencies have not uploaded data for the month of April. DI agencies are working to submit acceptable file formats for the June report.
- Friday, May 20, 2011

Selected Data: Location of Last Residence

Identified Households Served in a Seattle Housing Program since October 2010 (N=5,987)



King County AHAR Data (October 1, 2009 – September 31, 2010)

Individuals Served in King County Housing Programs

Persons in Families in Emergency Shelters	Persons in Families in Transitional Housing	Persons in Families in Permanent Supportive Housing	Individuals in Emergency Shelters	Individuals in Transitional Housing	Individuals in Permanent Supportive Housing
865	1,460	268	798	249	980

- 66% of adult persons in families in emergency shelter programs identified as female while only 16% of adult individuals in emergency shelter programs were female
- 24% of adult individuals in emergency shelter programs and over 62% of adult individuals in permanent supportive housing programs reported being disabled
- 28% of persons in families in emergency shelter and 39% of persons in families in transitional housing were in household with 5 or more persons

Source: AHAR 2010

Seattle AHAR Data (October 1, 2009 – September 31, 2010)

Individuals Served in Seattle Housing Programs

Persons in Families in Emergency Shelters	Persons in Families in Transitional Housing	Persons in Families in Permanent Supportive Housing	Individuals in Emergency Shelters	Individuals in Transitional Housing	Individuals in Permanent Supportive Housing
1,161	861	42	8,361	1,408	1,573

- 72% of adult persons in families in emergency shelter programs identified as female while only 24% of adult individuals in emergency shelter programs were female
- Over half of adult individuals in emergency shelter programs and over 75% of adult individuals in permanent supportive housing programs reported being disabled
- 55% of persons in families served in emergency shelter programs and 51% of persons in families served in emergency shelter programs were under the age of 18

Source: AHAR 2010

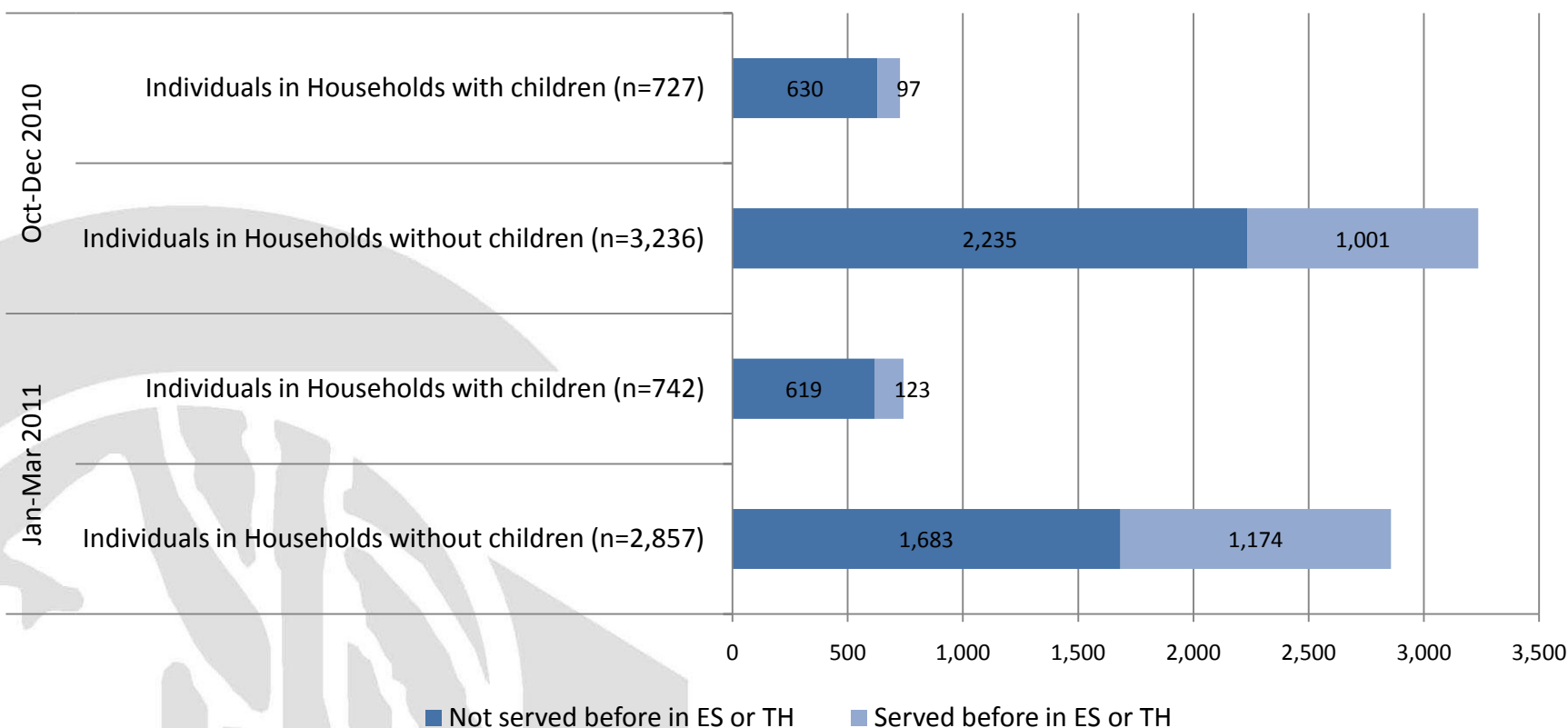
HMIS Bed Coverage: 2011 Housing Inventory

Over 320 Programs are participating in Safe Harbors as of May 2011

- 81% of beds for Households without Children are covered in Safe Harbors HMIS
- 87% of beds for Households with Children are covered in Safe Harbors HMIS

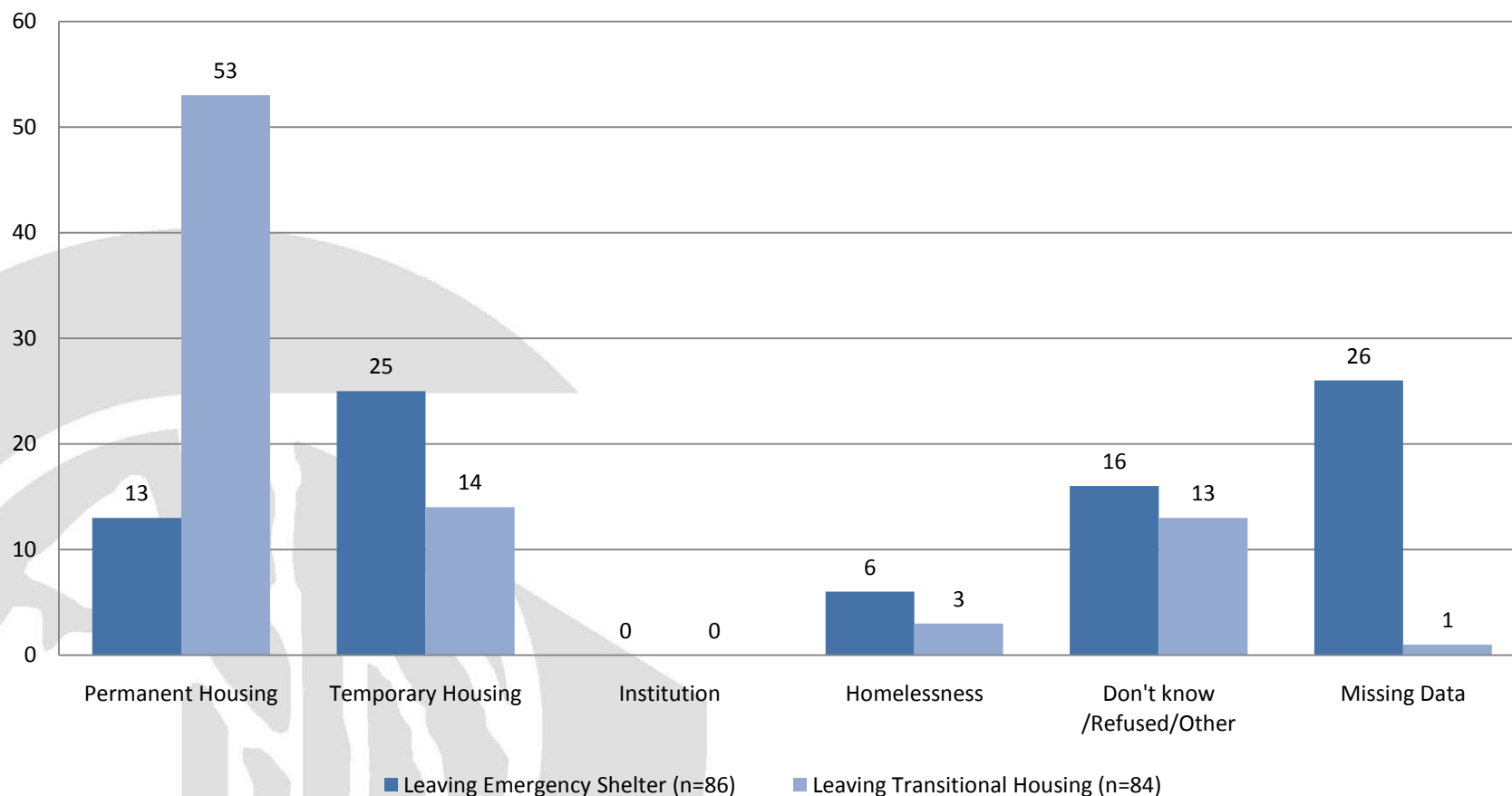
Source: HUD Housing Inventory Chart 2011

Individuals who Entered Emergency Shelter or Transitional Housing between October 2010 and March 2011



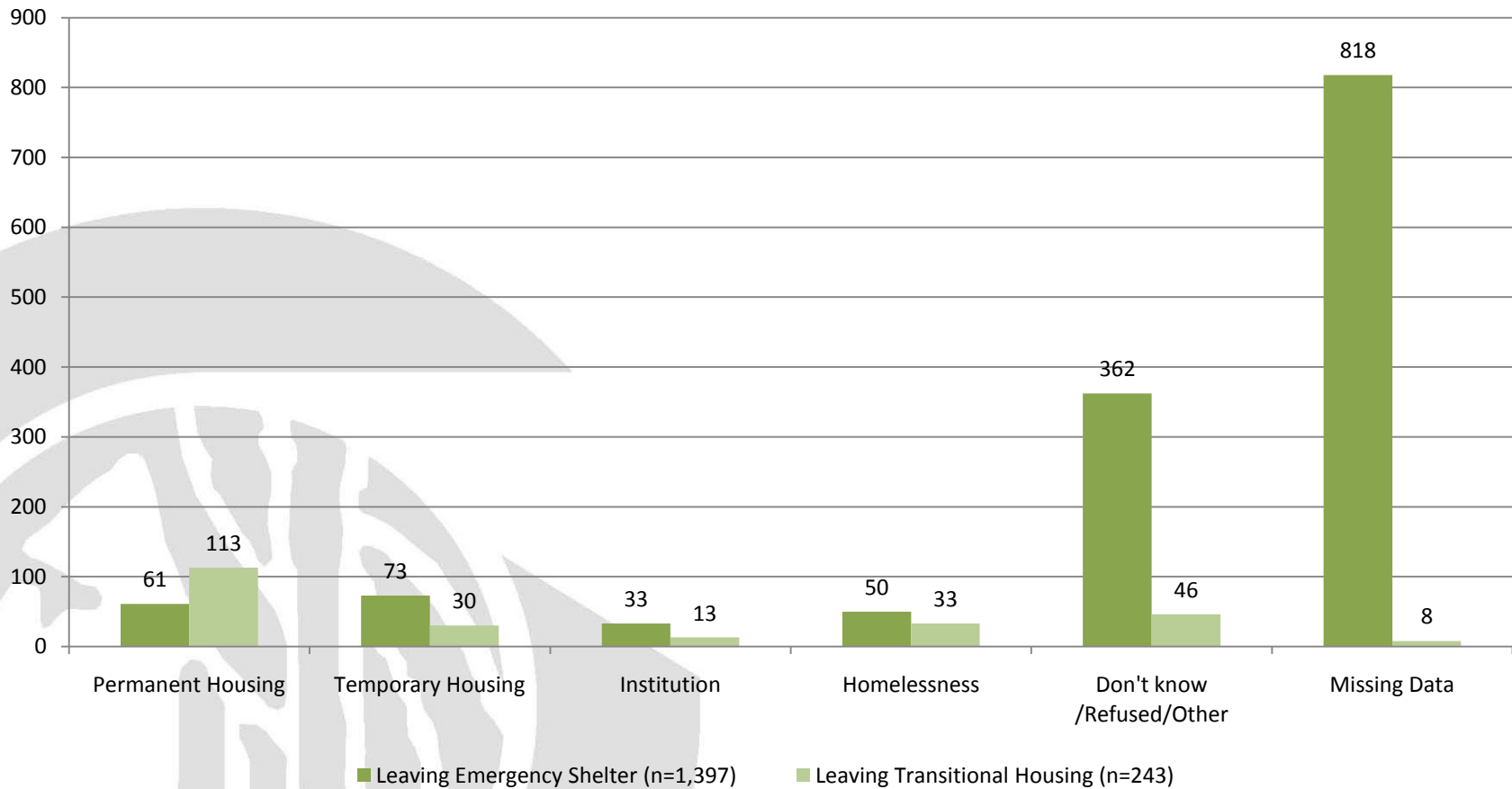
Source: Committee to End Homelessness
Governing Board Report - First Quarter
2011

Destination at Program Exit for Households with Children that exited between January and March 2011 (N=170)



Source: Committee to End Homelessness
Governing Board Report - First Quarter
2011

Destination at Program Exit for Households without Children that exited between January and March 2011 (N=1,640)



Source: Committee to End Homelessness
Governing Board Report - First Quarter
2011

Safe Harbors: 2011 Major Initiatives

Planning under way for impact of HEARTH legislation

- Joint planning effort between King County, HSD and providers
 - Expected plan completion 3rd quarter 2011
 - The HEARTH legislation, enacted May 20, 2009, is the first significant reauthorization of HUD's McKinney-Vento Homeless Assistance Programs in 20 years
 - The new federal legislation will impact the service system at all levels with a heavy emphasis on program performance data and new outcome measurements
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- HEARTH measures will include:
 - Increase the number of people moving into housing
 - Decrease reoccurrences of homelessness (stop repeated episodes of homelessness)
 - Reduce the length of stay in shelter
 - Thoroughness of grantees in the geographic area in reaching homeless persons
 - Overall reduction in the numbers of homeless persons
 - Jobs and income growth for homeless persons

Safe Harbors: 2011 Major Initiatives con't.

- Coordinated entry for homeless families
 - Safe Harbors will be the platform for data collection
 - Expected to be fully implemented by winter 2011
- New look and feel with improved Internet applications
 - Beginning third quarter 2011 , Microsoft Silverlight, a business tool for creating and delivering richer applications, will be introduced to streamline system look and use
- Safe Harbors data will be used for invoice matching and contract reimbursement
 - All Seattle, King County and United Way-funded programs will be reimbursed based on data quality/completeness in the Safe Harbors HMIS starting in January 2012

Questions and Comments

